

Taxi Licensing Actions (Open), January 2016

The following bodies are represented at the meeting - Transport for London (TfL), City of London Police (CoLP), Metropolitan Police Service (MPS)

London Cab Drivers Club (LCDC), London Taxi Drivers Association (LTDA), Unite the Union (Unite),

Next Meeting - March 2016

Meeting Date	Item Name	Action Details	Due Date	Commentary
28/01/2016	Complaints	TfL to promote to customers that they can register their complaints about PHVs with TfL as well as operators	Ongoing	This is part of the wider work to promote that TfL investigate customer complaints regarding both taxi and private hire services in London. We have updated the website to make it clearer to passengers how to complain and that they can complain about both taxi and private hire services, via tfl.gov.uk/tph-comments . @TfLTPH directly contacts customers where issues have been identified to encourage them to formally report their complaints. A push on promoting the service through marketing and PR activity will take place in late spring once the complaints phone service is available. We are considering options for promoting details of how to complain in licensed vehicles.
28/01/2016	Performance Updates	TfL to circulate performance updates for both licensing and enforcement ahead of Taxi LCE meetings wherever possible.	Apr-16	As per action.
28/01/2016	Knowledge	TfL to set up a separate meeting to discuss The Knowledge (including cost and infrastructure)	Mar-16	Meeting with senior trade representatives has been set up for April. TfL is introducing a 'starting the Knowledge' talk in April 2016 following feedback from the LTDA. Contents of the KOL talk will be shared with senior trade representatives,
28/01/2016	Cabwise and Taxicard	TfL to have internal discussions about use of PHVs for taxi card	Apr-16	Trade raised concerns regarding the use of the words 'Cab' and 'Taxi' in Cabwise and Taxicard because the former provides information on private hire and the latter uses some private hire vehicles to deliver their service. TfL raise this internally and pass the concerns onto London Councils who run the Taxicard scheme.
28/01/2016	Road Collision Data	TfL working to split out taxi and private hire collision data from one another	Apr-16	The data TfL receives from the police generally groups taxi and private hire collisions together. Discussions are ongoing to separate the data. An update will be provided at the next meeting.
21/09/2015	MOTs	TfL to consider if can do auto-reminder for 6 month MOTs to increase compliance.	01-Dec-15	We are currently reviewing the feasibility of introducing the mid year MOT date to the licence and inspection report as a short term solution until changes can be made to the new DVSA interface which will allow mid year reminder letters to be issued.

Taxi Compliance and Enforcement Actions (Open), January 2016

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Next Meeting - March 2016

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28/01/2016	Heathrow	Trade and TfL to establish new meeting at Heathrow, with Heathrow taxi trade representatives, to include TfL providing any available information of of prosecution cases that were unsuccessful at court.	01-Apr-16	Trade to organise a new regular meeting at Heathrow, and agree format and frequency of new meetings with TfL. All open Heathrow related items from past meetings to be moved to actions log for new meeting, as more time is required with the taxi trade and TfL on this area. Those issues to include: Terminal 2 ranks signage, enforcement and prosecutions.
21/09/2015	Hotels	Item to be added to next LCE meeting agenda	01-Dec-15	This has been added to the agenda for the next meeting. Investigations to date suggest that PHVs outside hotels have been booked.

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28/01/2016	DBS	Promote annual renewals through TfL and trade communications channels, including that it is cheaper to sign up for yearly DBS than to pay for it once every three years.	Mar-16	Closed. Information is now available on website, is being tweeted regularly and will feature regularly in weekly email and will be tweeted regularly. Has been a feature in OnRoute magazine and will be covered again in future. TfL to also develop posters for vehicle test centres, and to make it clearer in licensing and relicensing information to drivers. TfL to share the sign up web address with the trade for them to publicise through their channels. Also to include advice leaflet on service the next time all taxi drivers are written to.
28/01/2016	DBS	TfL and trade to promote compensation available from government if people are out of work due to DBS delays.	Mar-16	Closed: A link to the email compensation claims has been included on the TfL website and is linked to through tweets and email communications. https://tfl.gov.uk/info-for/taxis-and-private-hire/licensing/licensing-information

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12/05/2015	Heathrow	Trade reps to confirm if Heathrow should be sole focus of next LCE meeting.	30-Nov-15	Closed. Trade and TfL to agree new regular meeting on Heathrow. SH and MB attended Heathrow Taxi Forum on Friday 27 November and presented on joint work with MPS and Heathrow Teams. Increase in joint activity planned for 2016. Since April over 3,000 drivers issued with penalties for stopping/parking on clearways and hundred of drivers prosecuted by Heathrow Police team for touting and other illegal activities.
21/09/2015	The Brewery	CoLP to investigate no unofficial traffic management is being undertaken by PHV operators.	01-Dec-15	Allegations of PHV operator staff using traffic cones to manage traffic without authority. City of London Police to update at January meeting.
21/09/2015	Mincing Lane	Location to be added to Compliance hot spot list.	01-Dec-15	Location has been fed into intelligence and deployment process.